Fig. 2 is a diagram showing a redemption permitting purchaser list according to the embodiment.

Fig. 3 is a flowchart for explaining the processing for the sale and management of flight tickets according to the embodiment.

Fig. 4 is a diagram for explaining an example structure for an interface screen for the purchase of flight tickets according to the embodiment.

Fig. 5 is a diagram showing an example setup when the changing of redemption points occurs as time elapses.

[Description of the Symbols]

10: Ticket sales system

20: Special terminal

30: Ticket management system

40: Ticket database

50: Purchaser database

51: Redemption permitting purchaser list

60: User terminal

4. Claims:

Claim 1

A sales management system comprising:

a sales server for vending products via a communication network; and

purchase terminals for accessing said sales server via a communication network and transmitting product purchase requests,

wherein for a purchase terminal transmits, to said sales server, not only a product purchase request but also a purchaser issued product redemption status statement permitting or not permitting product redemption,

wherein said sales server manages information concerning the terms of a sale of a product, to include a product redemption status statement, and

wherein when said sales server receives, from a purchaser, a predetermined purchase request for a product said sales server had previously agreed to supply, in response to a previous purchase request received from a previous purchase terminal, to a previous purchaser who, in an affiliated product redemption status statement, agreed to permit product redemption, said sales server can redeem said product from said previous purchaser and supply said product to said purchaser who has submitted said predetermined purchase request.

Claim 2
The sales management system according to claim 1, wherein said previous purchase terminal transmits to said sales server not only said statement in which said previous purchaser agrees to permit product redemption, but a listing of conditions governing the redemption of said product; and wherein, after said conditions governing the redemption of said product have been satisfied, said sales server redeems said product.

Claim 3
A sales management system comprising:
    a management server for managing product sales information; and
    product sales terminals for transmitting to said management server, via a communication network, requests for the purchase of products to ascertain the sales status of said products, and for selling said products when said

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products are available,

wherein said product sales terminals transmit to said management server not only said product purchase requests but also purchaser issued product redemption status statements agreeing or not agreeing to permit product redemption,

wherein said management server manages said product redemption status statements received from said product sales terminals, and

wherein when said management server receives, from a product sales terminal, a predetermined purchase request submitted by a purchase applicant for a product said sales management server has previously agreed to supply, in response to a purchase request, to a previous purchaser, who agreed to permit product redemption, said management server redeems said product from said previous purchaser, and is ready to sell said product to said purchase applicant who issued said predetermined purchase request.

Claim 4

The sales management system according to claim 3, wherein said product sales terminals transmit, to said management server, not only statements in which purchasers agree to permit product redemption, but also conditions governing the redemption of products; and wherein, after said conditions governing the redemption of said products have been satisfied, said management server redeems said products.

Claim 5

A sales management server comprising:

purchase request acceptance means for accepting

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product purchase requests via a communication network; and

management means for managing the sale of products,

wherein said sales management server, upon acceptance of a product purchase request from a purchase applicant, inquires of said purchase applicant whether said purchase applicant will agree to permit the redemption of a product for which said purchase request was submitted, and

wherein when said sales management server receives a predetermined product purchase request from a purchase applicant for a product said sales management server has previously agreed to supply, in response to a purchase request, to a previous purchaser, who agreed to permit product redemption, said management means redeems said product from said previous purchaser and supplies said product to said purchase applicant who issued said predetermined purchase request.

Claim 6
The sales management server according to claim 5, wherein said purchase request acceptance means receives not only a reply to an inquiry to determine whether said purchaser will agree to permit product redemption, but also conditions governing the redemption of said product; and wherein, after said conditions governing the redemption of said product have been satisfied, said management means redeems said product.

Claim 7
The sales management server according to claim 5, wherein, when said product is redeemed, predetermined privileges are provided for said purchaser who permitted product redemption, and said management means manages information

concerning said privileges.

Claim 8
The sales management server according to claim 7, wherein said management means dynamically changes said information concerning said privileges provided in accordance with predetermined conditions.

Claim 9
A sales management server for managing the sale of products comprising:

storage means for storing information indicting whether a purchaser of a product has agreed to permit product redemption; and

management means for receiving, via a communication network, information concerning a predetermined product purchase request, and for, based on the information stored said storage means when it is ascertained that a product for which said predetermined purchase request was submitted is a product for which a purchaser has agreed to permit product redemption, redeeming said product from said purchaser.

Claim 10
The sales management server according to claim 9, wherein said storage means stores not only said information indicating that a purchaser has agreed to permit product redemption, but also conditions governing the redemption of said product; and wherein, after said conditions for governing the redemption of said product have been satisfied, said management means redeems said product.

Claim 11

A sales management server comprising:

purchase request acceptance means for accepting, via a communication network, product purchase requests; and

management means for managing the sale of products,

wherein when said purchase request acceptance means accepts a product purchase request, said purchase request acceptance means inquires of the purchase applicant, who issued said purchase request, whether said purchase applicant will agree to permit the substitution, for a product for which said purchase request was submitted, of a different product, and accepts conditions governing the provision of a replacement product, and

wherein when a product for which a predetermined purchase request is submitted and accepted by said purchase request acceptance means has already been provided for a purchaser who has agreed to permit a product exchange, and when said management means determines that a replacement product, which satisfies said conditions governing a product exchange, is available for supply to said purchaser, said management means exchanges said replacement product for the product originally obtained by said purchaser.

Claim 12

A sales server comprising:

purchase request acceptance means for accepting, via a communication network, product purchase requests; and

sales means for selling products via a communication network upon receipt of said product purchase requests,

wherein said purchase request acceptance means receives, from a user, not only a product purchase request

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but also a product redemption status statement permitting or not permitting product redemption.

Claim 13

The sales server according to claim 12, wherein, regardless of whether said product is redeemed, predetermined privileges are provided for said purchaser who permitted product redemption, and wherein management means is further provided for managing information concerning said privileges.

Claim 14

A reservation management server comprising:

reservation acceptance means for accepting reservations via a communication network; and

management means for managing the status of reservations,

wherein upon acceptance of a request for a reservation said reservation acceptance means inquires of the submitter of said request whether said submitter will agree to permit a reservation change, and accepts conditions governing the agreement to permit a reservation change,

wherein when the object of a reservation accepted by said reservation acceptance means is the same as that for a specific reservation that was previously approved for an applicant who agreed to permit a reservation change, and when said conditions governing said reservation change can be satisfied, said management means changes the object of said reservation made by said applicant.

Claim 15

A product purchase terminal comprising:

purchase request transmission means for transmitting a purchase request to a sales management system for accepting, via a communication network, a product purchase request;

input means for entering data required to issue said purchase request; and

output means for presenting information required for the issue of said purchase request,

wherein said input means accepts identification information indicating that a request to redeem a product for which said purchase request is submitted will be complied with, and

wherein said purchase request transmission means will transmit, to said sales management system, said identification information accepted by said input means.

Claim 16

The product purchase terminal according to claim 15, wherein said input means accepts conditions for the redemption of a product, and said purchase request transmission means transmits to said sales management system said redemption conditions accepted by said input means.

Claim 17

The product purchase terminal according to claim 15, wherein, when said product is redeemed from a purchaser whom said identification information verifies has agreed to permit said redemption request, a predetermined privilege is provided for said purchaser; and wherein said output means presents a privilege to be provided, in

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accordance with said redemption conditions entered by said input means.

Claim 18

A product sales method comprising the steps of:

submitting an inquiry, via a communication network, to determine whether permission for a redemption request will be given when a purchase request for a product is accepted;

accepting a response to said inquiry and selling said product;

complying with and obtaining said product when a different purchase request is accepted, by redeeming said product for which redemption permission has been granted by a purchaser who responded to the redemption request inquiry; and

providing said product that is redeemed to a purchase applicant who issued said different purchase request.

Claim 19

The product sales method according to claim 18, wherein said step of inquiring whether said request for redemption permission will be granted includes the step of:

setting conditions for the redemption of a product, and wherein said step of redeeming said product includes the steps of:

examining whether conditions for the redemption of said product have been satisfied; and

redeeming said product when said product redemption conditions have been satisfied.

Claim 20

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The product sales method according to claim 18, wherein said step of inquiring whether said request for redemption will be granted includes the step of:

setting, as a condition for the redemption of a product, the provision of a replacement product that satisfies predetermined conditions, and wherein said step of redeeming said product includes the steps of:

determining whether said replacement product that satisfies said predetermined conditions can be provided, and

redeeming said product when said replacement product that satisfies said predetermined conditions can be provided.

Claim 21

A storage medium on which a computer-readable program is stored by computer input means, said computer-readable program permitting said computer to perform:

a process for accepting, via a communication network, a product purchase request;

a process for inquiring, of a purchase applicant who issued said product purchase request, whether said purchase applicant will agree to permit the redemption of a product for which said purchase request is submitted; and

a process for, when the purchase of said product has already been processed for sale to a purchaser who, in response to an inquiry, has agreed to permit the redemption of said product, redeeming said product from said purchaser.